

# Ohlone College

## Program Review Report

### • Program Description and Scope:

1. *Program Review Title:* Mailroom/Duplicating Central Services
2. *Academic year:* 2012/2013
3. *Review Type:* Administrative Services
4. *Program/Departments:* Duplicating/Mail Services (67704)
5. *Authority Code:* 22-Director, Purchasing, Contract Administration, and
6. *External Regulations:* Yes\_\_ No X
7. *Provide a brief narrative that describes the services provided.*

The Departments of Duplicating and Mail Services have been serving the needs of both faculty and staff at Ohlone College for more than 40 years. Duplicating services consist of photocopying and black or color ink imaging. Mailroom services consist of receiving packages, sorting and routing of incoming mail, and the postage metering of outgoing mail.

The main goals and objectives of the Duplicating and Mailroom departments are to provide courteous, expeditious, and cost efficient services. Our focus is to constantly strive to meet the ever-changing needs and timelines of the faculty and staff as it relates to the College's overall mission and goals.

The Duplicating Department provides on-site duplicating and bindery services for a wide range of finished products. These include curriculum, tests, handouts, flyers, brochures, booklets, posters, and more. Our services support the faculty's teaching objectives, staff's administrative duties, and student's learning environment.

The Mailroom Department provides onsite distribution of incoming and outgoing mail, and an offsite courier service. These range in the types of mail and postage offered. Incoming mail is usually distributed to customers' mailboxes on the same day as it is received. Outgoing mail is delivered to our post office by 3:30 PM daily. We offer a wide range of mailing and handling options such as: certified, return receipt, insured, registered, priority and international/global. For overnight or next day air we offer: California Overnight, or Federal Express.

We use an outside mail delivery service to handle our bulk mail to the post office. For on/off campus requests our courier service is used for various deliveries for Ohlone. We maintain 763 mailboxes (113 for Newark, 650 for Fremont) for full/part time faculty, staff and administration, and duplicating/mail

services to support Ohlone team members.

8. *Describe how the program specifically serves students, faculty and staff.*

The Duplicating/Mailroom Department is directly involved in the instruction preparation process as it supports the learning function by having the appropriate printed materials available for use in all classrooms and labs so that students can succeed in their studies. By working closely with faculty and staff we are able to deliver a wide range of services including: various types of duplicating jobs and mail outreach services. In addition, we help students find instructor's mailboxes, timestamp their work, and provide directions as needed.

9. *Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?*

The Duplicating Department now supports on-line duplicating requests and color copying in response to the last program review survey results. Upgraded equipment allows for an expanded services such as: booklets, posters, inserting, and more.

10. *Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.*

Located on campus, the program is responsible to provide a full range of the mail and quality duplicating services for the college. Our qualified on-site staff is available to assist and consult with any copying, printing, or mailing needs.

11. *Discuss the impact of the program on the community and the impact of the community on the program.*

The Duplicating/Mailroom Department serves a variety of customers with various marketing venues and needs. These programs include the Bond Project, Bookstore, Civic Center Rentals, Community Ed, Contract Ed, EOPS, Financial Aid, Flea Market, Foundation, Gallaudet, TriCities-One-Stop, Ohlone for Kids, SOAR, Tech Prep, and Unions. The department works closely with Roadrunner Mailing Service for bulk mail services and service deliveries. The mail services department evaluates cost effective measures to service our customers. The department also provides consultation on bulk

mail and postal procedures workshops for faculty and staff.

• **College Mission**

1. *Mission Statement*

The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. *Vision Statement*

Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. *Core Values, Goals & Objectives:*

**College Core Values**

- We maintain high standards in our constant pursuit of excellence.
- We value trust, respect and integrity.
- We promote team work and open communication.
- We demonstrate stewardship for our human, financial, physical and environmental resources.

**College Goals/Objectives**

**1. Through innovative programs and services, improve student learning and achievement.**

**4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.**

2. By 2013, increase to 50% the number of faculty and staff who report understanding that budget priorities are established through systematic planning.

4. *Briefly describe how the program supports the college mission, vision selected college values.*

The Duplicating/Mailroom Department continually monitors efficiency and effectiveness of processes and procedures by randomly collecting exit surveys from its customers.

Department is focused to deliver exceptional customer service to ensure satisfaction. Each person on the team understand and support the objectives, policies, and the vision of the college. Teamwork is promoted among department staff who demonstrate high levels of loyalty and ability and committed to the overall success of the college.

5. *Briefly describe how the program supports selected college goals.*

Goal One:

The department keeps informed of latest technology needed to support campus community. For the success of instructors and students the Duplicating Center provides curriculum packets, green sheets, secure exams, and utilizes efficient methods for timely completion of duplicating requests.

Goal Four:

The Duplicating/ Mailroom Department purchases the following recycled products: white/ color paper, toner, and miscellaneous supplies. We also recycle paper for the math department on campus and have recycling containers available for our customers to use while sorting the mail. We keep the workflow moving to avoid crowded customer work areas.

6. *Briefly describe how the program supports selected college objectives.*

Goal Four, Objective Two:

Duplicating Center operator provides insight and consultation on budget matters with Director of Purchasing, Contracts, and Auxiliary Services.

• **Student Learning Impacts**

1. **Student Learning Impact -**

**Supports student learning and success by providing printed materials as requested by faculty.**

a. *Enter assessment results for "Student Learning Impacts" and analyze student success.*

The Duplicating/Mailroom Department directly supports the instruction process by having the appropriate printed materials available for use in all classrooms and labs fostering student success in their studies.

b. *Future Action*

2. **Student Learning Impact -**

**Provides general information to students as needed.**

a. *Enter assessment results for "Student Learning Impacts" and analyze student success.*

The Duplicating/Mailroom Center staff helps students find instructor's mailboxes, timestamp their work, and provide directions as needed.

b. *Future Action*

• **Program Achievement**

1. *List area-specific outcomes.*

**Maintain and expand program services.**

**Fremont Duplicating and Mail Services Offered:**

1. Service window hours: Monday - Friday 8:00 am - 5:00 pm
2. After hours copier provided
3. Secure locker for test pick-ups
4. Mailroom lobby hours: Monday - Friday 6:00 am - 8:00 pm  
Saturday 8:00 am - 4:00 pm; Sunday 12:00 pm - 4:00 pm

**Newark Services Offered:**

1. Newark has a locked copy room. Campus building is open Monday - Friday 7:30 am - 9:30 pm; Saturday 8:00 am - 3:00 pm; Sunday 9:00 am - 3:00 pm. Employees use card key to enter room and use copier.
2. Locked mail room: Employees use card key to enter locked mail room. Mail is delivered from post office daily.
3. Metered mail, inter-campus mail, and duplicating requests are delivered to the Fremont campus daily for processing.

2. *Identify internal and/or external benchmarks and regulations.*

Due to financial budget problems within the state and loss of one person due to retirement, the program is working to optimize efficiency and effectiveness in all processes.

3. *Enter assessment results for area-specific outcomes and analyze trends.*

Area-specific outcomes have been met with the exception of outcome #4.

4. *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
5. *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
6. *Describe any additional notable program achievements(optional).*

7. *Additional Program Table Data*

8. *Future Action*

Current level of focus maintained. Describe.

• **Program Analysis**

After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize your findings. Use these data and trends to prioritize, revise, or develop new PIOs

1. *Describe program achievements and successes.*

Indicators of success are:

1. Variety of available services and convenient operating hours
2. Meeting customer expectations and deadlines
3. Minimizing error rates

2. *According to the evidence, what are the areas needing improvement?*

Please see program improvement objectives.

• **Program Improvement Objectives:**

1. **Objective:**

Due to a limited staffing, develop a plan of consolidating individual mailboxes into the departmental for efficiency. Plan to explore possibility of delivering sorted at the warehouse by department mail (USPS and inter-campus) to centralized location for department pickup by department administrator (or responsible person) or to deliver sorted mail directly to department administrator (or responsible person) for further distribution within the department.

a. *Action Plan*

*Year 1:*

Plan will be presented for a discussion by Summer 2013.

b. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and*

*contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

Tampering with mail must be eliminated.

## **2. PIO Assessment**

a. *Enter assessment results with analysis.*

Assessment will be conducted and a plan for future action will be developed in 2012-2013.

b. *Future Action*

### **1. Objective:**

Utilize various equipment in an efficient, effective manner and analyze workflow patterns and productivity for ultimate customer service during a time of limited staffing resources.

a. *Assessment Plan: List Assessment Strategies*

*Year 1:*

Annual Duplicating and Mailroom satisfactory survey.

b. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

Service is essential to the college. With reduction of staff, new methods and ways to maintain current services is critical.

## **2. PIO Assessment**

a. *Enter assessment results with analysis.*

Assessment will be conducted and a plan for future action

will be developed in 2012-2013.

b. *Future Action*

1. **Objective:**

Market color copier service center to service our customers with the latest technology fast and at a reduced cost.

a. *Action Plan*

*Year 1:*

Director of Purchasing and Director of Business Services to set priorities and develop policies and procedures to be presented to a VP of Administrative Services.

b. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

2. **PIO Assessment**

a. *Enter assessment results with analysis.*

Assessment will be conducted and a plan for future action will be developed in 2012-2013.

b. *Future Action*

• **Outside Review Results**

1. List each team members name and title.

Deb Parziale, CurricUNET Program Review Coordinator

Nathan Brown, Business Services System Analyst

Mike Bowman, Dean of Institutional Research and Planning

Alex Lebedeff, Director of Purchasing, Contracts, and Auxiliary Services

2. Discuss key feedback provided by team and how it was incorporated into the report.



Deb Parziale provided assistance in use of CurriUNET and program review for Alex Lebedeff.

- **Attached Files**